Bureau of Nutrition and Physical Activity Training Advisory Workgroup iLinc Minutes

Date: Thursday, April 21, 2016 **Time:** 9:00AM - 10:00AM

Location: 1740-Conference Room 008

Attendees:

Local Agencies: Emily Roy, Tasha Williams-Maricopa; Maritza Garcia, Zulema Valencia, Olivia Torres-Mariposa; Mike Sears, Sandi Veitch-Yuma; Rosanna Ringer-Pinal, Renee Cooper, Suzie East- Cochise; Diana Perez-St Elizabeths; Willa Miller- Yavapai; Melissa Delfenthal-Marana; Rochelle Figueroa-Graham; Norma Castaneda-Adelante; Diana Perez- St Elizabeth's; Brieanna Morales- Greenlee; Sherrie Jameson- Pima; Miriam Hoda- Desert Senita; Sharon Grasso-Coconino; Kim Reed, Rachel Molina-Mountain Park;

ADHS: Jaclyn Chamberlain, Shannon Murphy, Brittany Klein, Geni Acosta, Margaret Mack, Ben Hartley, Billy Erickson

Agenda Item:	Topics and Discussion:	Action Items:
Heads UP HANDS UP	Release is scheduled for April 28 th	
 Breast Pump 	Contingent on testing	
 Other bug fixes 		
 Ask for permission to 	Release will include:	
delay or roll into	Notes changes	
May*	Bug fixes	
	 Including but not limited to: Breast Pump Transfer Issue 	
	Heads UP HANDS UP:	Agreement was made
	We usually like to send out the week of the release	that Heads Up HANDS
	OK to defer to May?	Up will be released in
		May prior to TAG

Certificate of Completion	 Completion Certificate Important document to verify individual meets criteria for a CPA Discussed showing this in TRAIN	Protocol will be released via Mon email and TAG group and Training Plan will be updated accordingly and posted.
	 Implementation Need to write up a protocol Send out in a Monday email and TAG group directly (once Gracie returns) What do we do for current staff for the certificate history? Can grandfather in (not needed) or can send in via email to be uploaded Will not require for existing employees, but you may complete one 	Agreement was reached to require submission of certificate to Help Desk for NEW STAFF. Will not be required for existing CPAs.
HANDS Trainer Guidebook	 Trainer Guidebooks If a user searched for a guidebook in TRAIN they were able to access Trainer versions. You can no longer access a trainer version through search. Guidebook is assigned to individual users identified as trainers. To access, click on My Training Plan Click View All Training Plans Will see guidebooks assigned to you If any issues, email us and we will send you the hard copy (but not to front line staff) 	

Deactivating courses/ search in TRAIN	Old TRAIN in-person sessions will be deactivated in the search screen, so you do not see any old in-person trainings.	
Magnet Update Baby Behaviors Booklet	 What to Expect in the First 2 Weeks Magnet Do not have an order in place right now Heading in to "times of famine" funding wise Will look at funding, but there are no immediate plans to reorder it PDF is on the website Currently these are out of stock, and we are not sure when they will be restocked Comments from locals: Everyone loves these! They are great! Azwic.gov→breastfeeding→WIC staff http://azdhs.gov/prevention/nutrition-physical-activity/breastfeeding/index.php#wic-staff-resources 	Link to magnet on the website has been sent via email.
	 Baby behaviors booklet Order is being submitted Not being printed yet, and no ETA Will update in Monday email when available to be reordered 	Maggie will provide update via Monday Email when Baby Behaviors booklets are in stock.
PMAD test	 PMAD Test Had a high rate of failure Any questions with a 20% fail rate or more 6 questions have been updated Reports of "normal" success in completion Have not received any calls Most were from select all that apply 	
Help Desk*	Bugs Can't confirm if a bug until goes through a QA process In the moment, giving instruction for staff to currently progress with their current issue	Group agreed to a quarterly TAG session with the Help Desk.

	-	T
	Searching for an avenue to continue this discussion	Billy will present on
	 May be Partners, may be Directors 	protocol and
	 Request to include more than just the trainers in this discussion 	questions from locals
	 Jaclyn to discuss with Celia 	at May Partners
	 Will be part of a larger group discussion 	meeting. A mon email
	Help Desk staff limitations and protocol	will be sent to request
	 Front line staff needs 	questions be
	 Would like to propose a Help Desk "Corner" session at TAG iLincs 	submitted to Billy by
	 Invite Billy to attend some calls to ask some questions about things that are occurring. 	May 13 th .
	Limit so it's not every call	
	As needed, once a quarter, via TAG	
	 Submit questions ahead of time so we can prepare and be conscious of 	
	time restraints	
	 First session May at partners meeting, then schedule quarterly from that 	
	point forward	
In service sharing status and	In Service Sharing	SharePoint training
next steps	If nutrition education materials are going through a process to get posted,	will be offered.
-	group curriculum also goes through this process	
	Training materials would have to be reviewed as well	
	At a minimum for copyrights	
	 At a minimum for copyrights Status: Need to identify appropriate medium 	
	Status: Need to identify appropriate medium	
	Status: Need to identify appropriate mediumPrevious requests were explored	
	 Status: Need to identify appropriate medium Previous requests were explored HANDS not supported 	
	 Status: Need to identify appropriate medium Previous requests were explored HANDS not supported Server limitations, etc 	
	 Status: Need to identify appropriate medium Previous requests were explored HANDS not supported Server limitations, etc Also due to eWIC and other projects, cannot be done at this time 	
	 Status: Need to identify appropriate medium Previous requests were explored HANDS not supported Server limitations, etc Also due to eWIC and other projects, cannot be done at this time Password Protected on AZ WIC Website 	
	 Status: Need to identify appropriate medium Previous requests were explored HANDS not supported Server limitations, etc Also due to eWIC and other projects, cannot be done at this time Password Protected on AZ WIC Website Maybe possible 	
	 Status: Need to identify appropriate medium Previous requests were explored HANDS not supported Server limitations, etc Also due to eWIC and other projects, cannot be done at this time Password Protected on AZ WIC Website Maybe possible SharePoint 	
	 Status: Need to identify appropriate medium Previous requests were explored HANDS not supported Server limitations, etc Also due to eWIC and other projects, cannot be done at this time Password Protected on AZ WIC Website Maybe possible SharePoint Training at May Partner's Meeting 	
	 Status: Need to identify appropriate medium Previous requests were explored HANDS not supported Server limitations, etc Also due to eWIC and other projects, cannot be done at this time Password Protected on AZ WIC Website Maybe possible SharePoint Training at May Partner's Meeting Not process of needing approval 	
	 Status: Need to identify appropriate medium Previous requests were explored HANDS not supported Server limitations, etc Also due to eWIC and other projects, cannot be done at this time Password Protected on AZ WIC Website Maybe possible SharePoint Training at May Partner's Meeting 	

	 Specifically copyright or other "public" issues 	
	Very least	
	 In addition to any requirements we decide we want 	
	to hit	
	Would need approval process	
	Suggestion	
	Weekly Email attachment	
	 Eliminated as a consideration due to data size and would likely not 	
	reach most of the target	
	Next Steps	
	Trained on SharePoint to feel more comfortable prior to making a final decision	
	Two potential solutions, will come down to a vote	
	Follow up earliest in June, may be July	
Editor of the Control of	IT DACCEDIU	11
Follow up status for Nutrition	IT PASSED!!!	Jaclyn- contact
Boot Camp	• Status:	agencies for Humans
	 Meeting with content experts and developers 	of WIC piece. Will
	 Develop pilot Curriculum, materials, videos and accompaniments 	submit drafts of
	– Pilot	curriculum to smaller
	Train the trainer	Nutrition Boot Camp
	 4 days during this session, 5 days moving forward 	Committee and
	 Develop pilot accompanying materials 	provide updates on
	 Special campaign involving real WIC families 	TAG.
	 Will share drafts for input/comment with smaller committee and provide 	
	updates	Looking at week of
	 Day 1, May, Day 2, June, Day 3, July, Day 4 Aug 	Sept 12 th for pilot.
	 Timeline plan will be shared with the smaller committee 	Location and
	Intent to complete each day of the curriculum	registration info will
	 Humans of WIC 	be sent via Mon email
	Need Clinic	once location has
	Rural and urban	been secured.
	Interview families in the waiting room	
	Sound bites	
	What are they worrying about? Identify things in common	
	1 That are they worrying about. Identity things in common	<u> </u>

- 5 family home visits and film what their home environment is like and incorporate that into the curriculum
- Have identified several we think would be good based on our experiences there
- Permission to contact those clinics to see if they are open to it.
- Pinnacle Prevention is providing the service and filming for this project.
- Adrienne Udarbe will be the interviewer, and we are looking for a state staff Spanish speaker for translations.
- Cochise, Yuma for southern AZ volunteered
- Welcome at Mountain Park, Yavapai, Coconino County
- Want rural perspectives
- Will offer as many boot camps as we can to accommodate all staff, but if agency decides they only want to send new staff, that is also an option

Pilot Day

- Week of September 12, 2016
 - Aug too many conflicts
 - Labor day conflict
 - Realistic timeline
 - Scout locations- will be offsite
 - Likely UofP or an area in Phoenix that knows us
 - Will roll out after feedback and tweaks from the group
- PILOT!!!!
 - Include staff in those who are training others.
 - Intended for key training staff only
 - Want trainers perspective for pilot
 - Will be 4 days, Monday Thursday
 - Week of September 12th

eWIC *	What do we need to do to prepare?	Jaclyn- send out eWIC
	 Look at previous roll-out 	training plan webinar
	– (ahem, HANDS)	iLinc information
	 Eval – what worked what didn't 	following the call. May
	 Maximus – QA contractor's report/recommendations 	5 th , 9AM 90 minutes.
	 Look at other state's models 	
	 Specifically those who use our same processor (EBT lingo) CDP 	
	 Look at anything in the research 	
	What was done last time	
	• HANDS	
	 Train the Trainer 	
	 Workbook (individual and/or in-services) 	
	Videos	
	 Intensive on-site review (1-2 days depending on the agency) 	
	"Go-live" support (the remainder of that week)	
	Evaluation Data	
	Other State Approaches	
	Webinars plus Modules	
	• Videos	
	 Particularly for participant education 	
	Maximus's recommendations	
	Literature Review	
	Train-the-Trainer	
	Super users "Educators"	
	Small group sizes/one-on-one	
	 Due to requiring hands on components 	
	What are other considerations?	
	Resources and Limitations	
	# of available people	
	– Time	

- At all levels
- \$\$\$\$
 - Smaller budget due to smaller magnitude
- Magnitude of Change
 - Not as massive as AIM → HANDS
 - Staff perspective changes
 - Food package screen, how to assign
 - Components of food package remain the same, but tailoring will be now be possible
 - Separation of during may need to look different
 - Clinic flow may look different
 - Remainder of everything we do will be the same
 - Impact for clients in the store will be huge
 - All booklets and materials will change to reflect eWIC

The Reality

- Training on a system as it develops or is in infancy
 - IT WILL CHANGE
- Cannot be stopped, controlled, or predicted by Training Staff or YOU
 - What can we do?
- Need to prepare for this inevitability in Training Plan

Discussion for Requests and Input

- May 5th *SPECIAL eWIC Training Plan Webinar*
 - Will describe all of the above and show examples from other states
 - Will request your input and requests
 - What you think worked, what you would like to see
 - Info to be sent to TAG and directors after this call
 - Recommendations, eval results
 - Webinar will be archived
- May 19th TAG
 - Will present potential training plan options
 - Will have a vote on June 16th
- June 16th TAG

	Vote on preferred approach	
Other	Status on HANDS Module Part 1 is ready for focus group iLinc Focus group iLinc for feedback on part one with all accompanying materials In June Voluntary Already been through initial review with trainer input Will go live, once approved Timeline will depend on revisions and feedback from June iLinc Part 2 underway As modules are completed, will follow same protocol sending out for input part by part	Link to Focus Group and complete course will be sent.
Next iLinc	May 5 th - eWIC meeting at 9AM- 10:30 AM May 18 th - TAG iLinc at 9AM – 10 AM	